



City Offices are receiving a substantial amount of calls from residents regarding the utility bill mailed on July 25th regarding June usage. Some residents are seeing a higher than expected bill amount. Although not all households are affected, the City has received numerous calls thus the need to provide residents with the following clarification.

The higher than expected utility bill for June usage may be due to the following factors:

1. *New water meters*

- a. The City is installing new water meters as part of a citywide energy conservation program project. With the installation of the new electronic meters, the utility billing process will more accurately capture and calculate the actual usage of each meter. The decision to replace water meters was primarily due to the high volume of antiquated meters which caused inaccurate readings. For instance, a homeowner receiving a new water meter may see an increase in usage even though they have not increased their water usage due to the inaccurate readings of the outdated meters being replaced. In essence, the City is better able to capture and bill the homeowner for the water they were previously using but not being billed for.

2. *Number of Days*

- a. A normal billing cycle is approximately a 30 day period. In June, due to the installation of the new meters, some meters had to be read 7 -8 days earlier than usual. Additionally, because of the July 4th Holiday weekend, meters were read about 3 days later than usual. As a result, some of the utility bills have service dates that go beyond a regular billing period. Given the additional days, it is expected that the billed amount will show an increase.

3. *Weather*

- a. It is our hope that residents understand weather temperature does affect their electric utility usage. Weather may be the biggest reason for the fluctuation in the electric portion of a utility bill. While a resident may not adjust the setting on their air conditioner, the fluctuation in weather temperatures will either increase or decrease the electric usage for that residence.



- b. Given how hot the month of June was, the amount of electricity that would be needed to cool a home is more than likely going to increase. According to an online resource, “even if you never change your thermostat, cooling can account for 50% or more of your electricity bill during hotter weather. When you lower your thermostat to stay comfortable in humid weather, this causes your air conditioner to run longer which increases electricity use.” www.energy.gov has tips that can be used by homeowners to better manage their utility bills.

The factors above are what we believe to be key reasons for the unexpected increases residents have encountered on the current utility bill. We know that these reasons may not be all inclusive as all systems are susceptible to human error. This being the case, we regularly internally review bills that seem higher and re-read the meter for any possible error. If a resident requests the City to re-read their meter, we are more than happy to do it. We have received such calls and are in the process of full-filling those requests. We encourage residents to review their bills and feel free to call 785-542-2153 or visit City Offices at 4 E. 7th St. for any additional questions.

We encourage our residents to proactively keep track of their usage and find out how much electricity and water they are using and use the rate sheet below to find out how much their utility bill is or ought to be. The new bills also provide visual graphs that residents can use as a reference to find out their utility usage.

Due to this anomaly, the City will extend the bill due date for the bill due on August 10th to August 24, 2016 without accruing a 10% penalty. All other fees will be assessed if payment is not received in full by August 24th. Going forward, the due date for the bill due in September and all future bills will remain due on the 10th of each month.

Regards,

Tim Reazin
Mayor



ELECTRIC			
TYPE	BASE RATE	KWH CHARGE	KW CHARGE
RESIDENTIAL	\$7.35	0.1005	
OUT CITY	\$14.70	0.1050	
COMMERCIAL	\$7.35	0.1005	
3 PHASE COMMERCIAL	\$13.13	0.0611	9.15 - PER KW
INDUSTRIAL	\$31.50	0.0492	9.15 - PER KW
STREET LIGHTS	\$10.00		
WATER			
TYPE	BASE RATE / FIRST 1000	PER 1000	
RES. UNDER 1"	\$14.02	\$5.38	
MULTI ON SINGLE	\$14.02		
ONE INCH	\$21.83	\$5.38	
TWO INCH	\$49.58	\$5.38	
OUT CITY			
UNDER 1"	\$21.03	\$8.05	
MULTI ON SINGLE	\$21.03		
UP TO 2"	\$32.74	\$8.05	
2" OR MORE	\$74.38	\$8.05	
COMMERCIAL			
UNDER 1"	\$14.02	\$5.38	
UP TO 2"	\$21.83	\$5.38	
2" OR MORE	\$49.58	\$5.38	
SEWER RATES			
TOWN AVERAGE	\$33.74	4.06 PER 1000	
COMMERCIAL	\$21.56	4.06 PER 1000	